

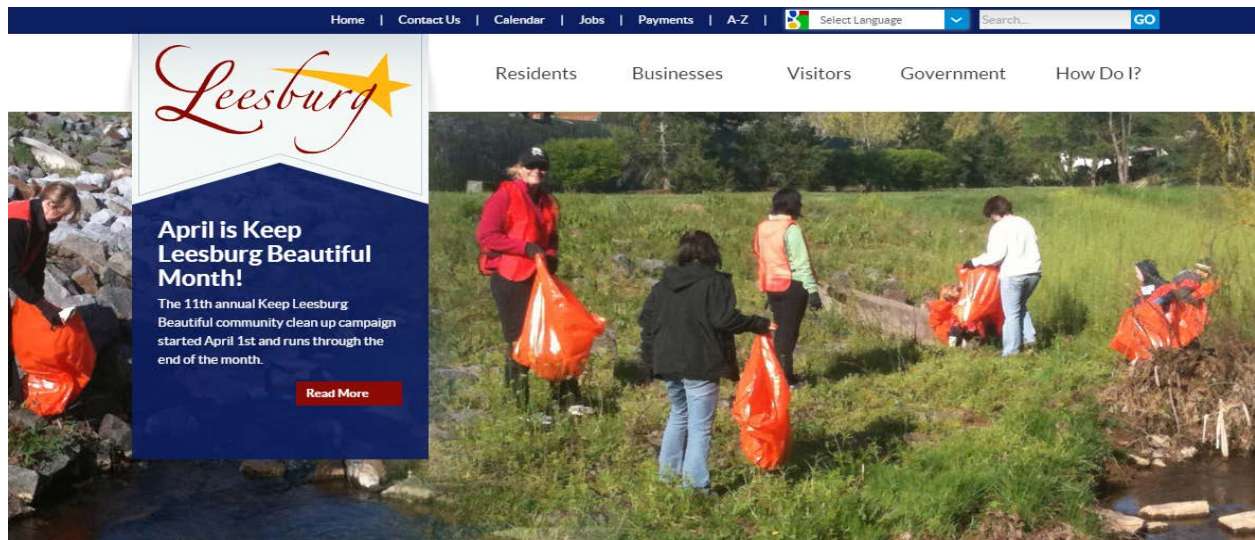



Customer Portal Instructions

Customer should log in to their account using the Town of Leesburg web home page.


www.leesburgva.gov

Customers will need their account ID and CID numbers from their water bill before they can login.




**Find**











- Town Council Agendas
- Proposed FY 2016-2017 Budget
- Ida Lee Class Schedule
- Public Hearing Notices
- Bid Board
- Real Estate Tax Info
- Webcasts

**Pay**


- Personal Property Taxes
- Water & Sewer Bill
- Parking Ticket
- Other Payments


**Request**


- Bulk Item Pickup
- New Water Service

Engage:            

NEWS

**Leesburg Personal Property Tax Payments Due On Tuesday, May 5, 2015**

**Leesburg Offering Free Document Shredding to Residents on Saturday, May 2, 2015**

**Change to Cardboard Collection Policy**

[MORE](#)

UPCOMING EVENTS

APR 29	Rain Barrel Workshop Apr 29, 2015, 6:00 PM - 8:00 PM
APR 30	Rain Barrel Workshop Apr 30, 2015, 6:00 PM - 8:00 PM
MAY 01	Leesburg's First Friday May 1, 2015, 6:00 PM - 9:00 PM
MAY 03	Madison's Gift: Five Partnerships that Built America May 3, 2015, 2:00 PM - 4:00 PM

[PREVIOUS](#) [NEXT](#)

PUBLIC MEETINGS

Customers can pay water and sewer bills here



Customer Portal Instructions

The screenshot shows the Leesburg Customer Portal. The top navigation bar includes links for Home, Contact Us, Calendar, Jobs, Payments, A-Z, a language selector, and a search bar. Below this, a secondary navigation bar lists Residents, Businesses, Visitors, Government, and How Do I?. The main content area is titled 'Water & Sewer Bills' and features a 'Pay Water & Sewer Bill Online' section with buttons for 'Returning User' and 'New User'. A list of links for water and sewer services is provided, along with a 'Billing Schedule' section. A 'Return to Top' link is at the bottom right. Two yellow callout boxes with black borders provide instructions: one for returning customers to login, and another for new customers to create an account and set up alerts. Arrows point from these boxes to the 'Returning User' and 'New User' buttons respectively.

Home | Contact Us | Calendar | Jobs | Payments | A-Z | Select Language Search... GO

Residents Businesses Visitors Government How Do I?

How Do I? > Pay...

Water & Sewer Bills

Font Size: + - Share & Bookmark [+ Feedback] Print

Pay Water & Sewer Bill Online
*convenience fees apply

[Returning User](#) [New User](#)

Other Payment Options

Sign Up for Auto Pay

- [Start or Stop Water & Sewer Service](#)
- [Water & Sewer Bill Adjustments](#)
- [Water & Sewer Rates](#)
- [Billing Schedule](#)
- [Late Payments](#)
- [Shut-Off Notice](#)
- [Disconnection for Non-Payment](#)
- [Reconnection of Service](#)
- [Utility Service Trips](#)
- [Water Meter Tampering](#)
- [Water Meter Testing](#)
- [Leak Check](#)
- [Questions](#)

Billing Schedule

The Town of Leesburg is divided into six [Water Meter Reading Districts](#). Bills are sent out on a quarterly basis, according to the [billing and mailing schedule](#). Since all water and sewer services are used by the customer in advance of the bill, bills are due and payable when rendered. The original due date is 30 days from the date the bill was rendered.

[Return to Top](#)

Returning customers, click here to login to your account.

New customers click here to create a login account, to sign up to pay bill on line, view daily consumption and set up high usage water alert notifications.



Customer Portal Instructions



[Home](#)



User name

Password

[Forgot your password?](#) | [Register](#) [Log in](#)

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If you have an established account, use your User Name and Password to gain access.



Customer Portal Instructions

Home | Contact Us | Calendar | Jobs | Payments | A-Z | Select Language | Search... GO

Residents Businesses Visitors Government How Do I?

How Do I? » Pay... » Water & Sewer Bills

Pay Water & Sewer Bills Online

Font Size: + - Share & Bookmark [+] Feedback Print

How to Use the Leesburg Customer Self Service Portal

Step 1. [Create a User ID](#)

Step 2. [Link Your Water & Sewer Account to your User ID](#)

In order to link your account to your User ID, you will need the Account ID number and your Customer ID number, which can be found on your bill.

If you do not have the Account ID or Customer ID numbers, click [here](#) to retrieve them.

Step 3. Pay Your Bill.

Payments through the Customer Self Service Portal are managed by Official Payments (OPAY) and you will be charge a convenience fee. To see a list of payment options that do not involve a convenience fee, go to www.leesburgva.gov/payments.

Home Terms & Conditions Site Map Employees Council/Commissioners © 2015 Leesburg, VA | Created by Vision Internet - Innovators of Online Government

First time users. Customers will have to create an account. Click on Step 1 to create a User ID. Then link your water and sewer account to your User ID. Account and CID numbers can be found on your printed bill.

If you do not have a copy of your water bill, click here and follow the prompts to obtain.



Customer Portal Instructions

First time users will be directed to this page. Create an account by completing * fields below and enter the unique identifier number provided. Click Save box.

The screenshot shows a web browser window titled "Town of Leesburg Self Service Portal - Windows Internet Explorer". The address bar displays "https://leesburg.muniselfservice.com/citizens/UserRegistration.aspx". The browser's Favorites bar includes links to "Talgov.com", "The Official We...", "Picks & Sprays - Craft Catalog", "Pip Berry Pick - 12 - Fall Mix...", "Pip Berry Picks & Sprays - K...", "How to Make Quilt Squares...", "20 Light Strand Battery Rice...", and "MASTER CARD".

The main content area of the portal features the "TOWN OF Leesburg VIRGINIA" logo on the left and "GUEST | Home | Log In" on the right. Below the logo is a vertical navigation menu with the following items: Home, Citizen Self Service, General Billing, Personal Property Taxes, Real Estate Property Taxes, and Utility Bills. The "Citizen Self-Registration" section is active, displaying a form with the following fields:

- *User ID (between 1 and 20 characters)
- *Re-type user ID
- *Password (between 8 and 15 characters)
- *Re-type password
- *Password hint
- *Email address

Below these fields is a CAPTCHA image showing the numbers "0955". A text prompt reads: "Please type these numbers into the box below them". A "Save" button is located at the bottom of the form.

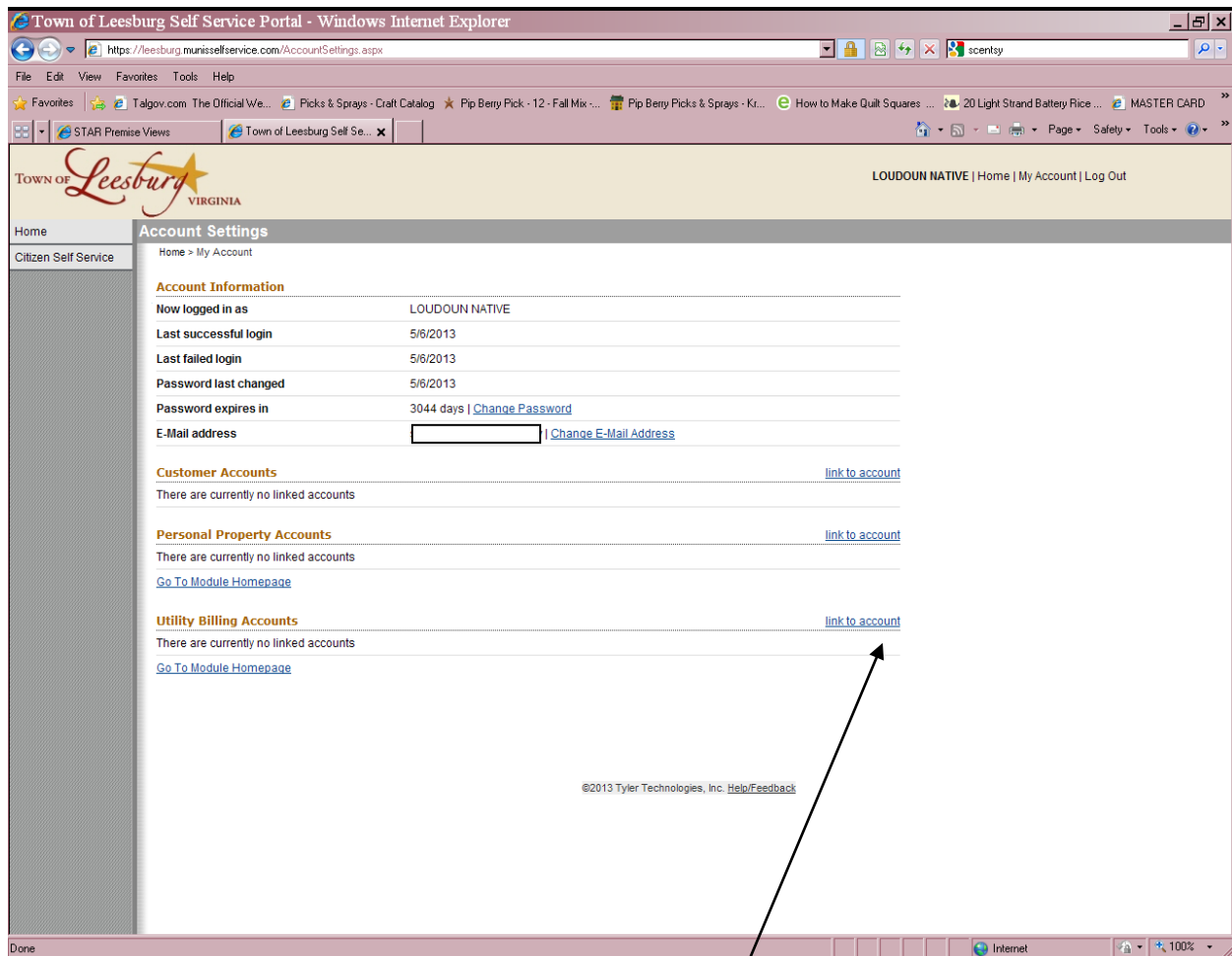
At the bottom of the page, the copyright notice reads: "©2013 Tyler Technologies, Inc. [Help/Feedback](#)".



Customer Portal Instructions

Once the above information is entered, you will see the My Account settings screen as depicted below.

You may link other Town accounts, such as personal property, with your utility billing accounts.



Click on (link to account) to set up your Utility Billing account.



Customer Portal Instructions

The screenshot shows a web browser window titled "Town of Leesburg Self Service Portal - Windows Internet Explorer". The address bar shows the URL "https://leesburg.munissellservice.com/common/AccountLink/UBAccountLink.aspx". The browser's Favorites bar includes links to "Talgov.com", "The Official We...", "Picks & Sprays - Craft Catalog", "Pip Berry Pick - 12 - Fall Mix...", "Pip Berry Picks & Sprays - Kr...", "How to Make Quilt Squares ...", "20 Light Strand Battery Rice ...", and "MASTER CARD". The browser's address bar shows "STAR Premise Views" and "Town of Leesburg Self Se...".

The page header features the "TOWN OF Leesburg VIRGINIA" logo on the left and "LOUDOUN NATIVE | Home | My Account | Log Out" on the right. The left sidebar contains a "Home" link and a "Citizen Self Service" link. The main content area is titled "Utility Billing Account Link Setup".

The form contains two required fields, indicated by red asterisks:

- What is the account ID? *
- What is the CID? *

Below the fields are "Update" and "Cancel" buttons. A red asterisk indicates a required field: *

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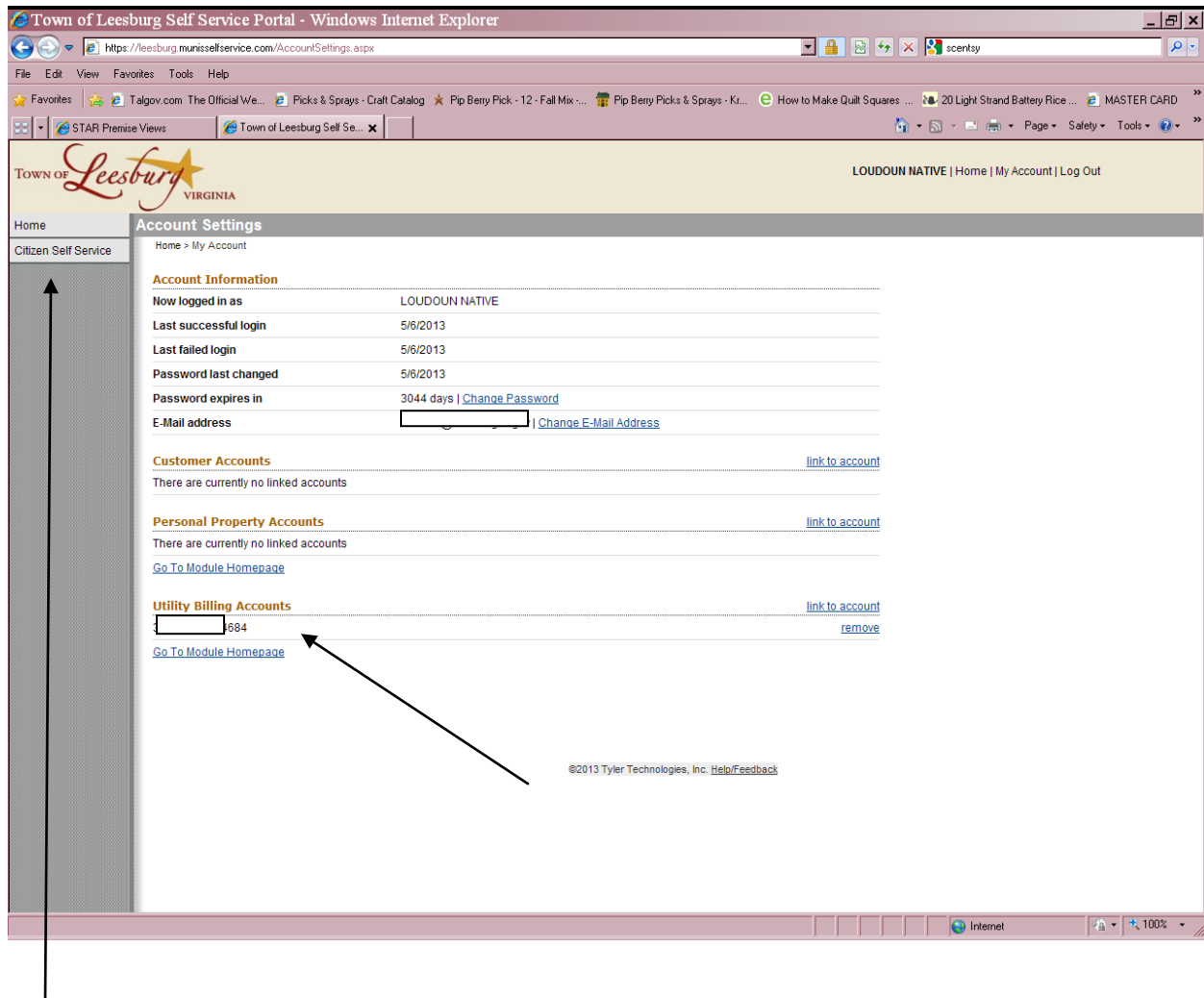
An arrow points from a yellow box containing the text "CLICK ON UPDATE after the information is entered." to the "Update" button.

When linking other accounts, you will need to enter your account ID and CID numbers in each field. You can locate your account ID and CID numbers on your water bill.



Customer Portal Instructions

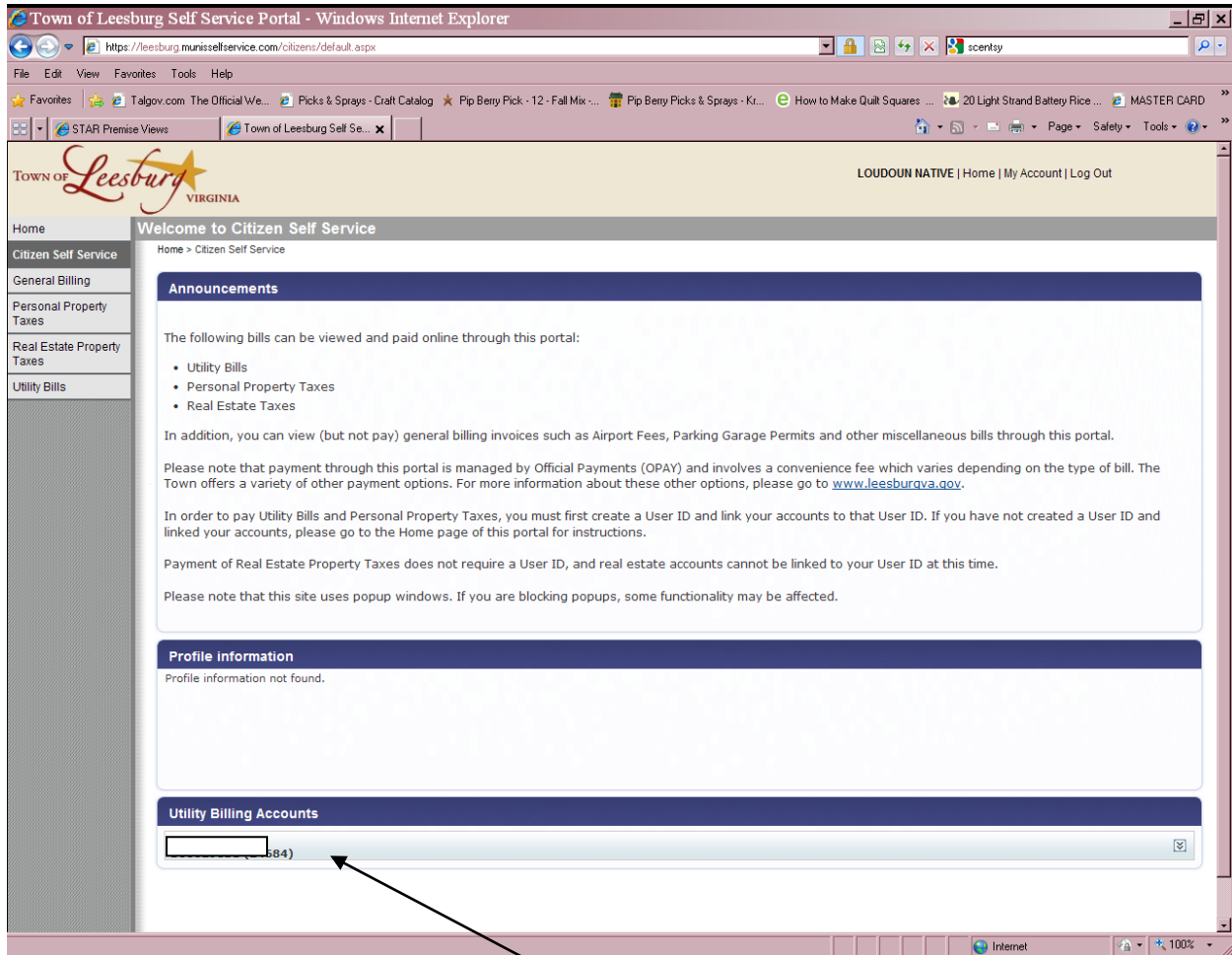
You will be directed to this screen and you will see the link to the utility billing account, with your account number listed.



Click on Citizen Self Service



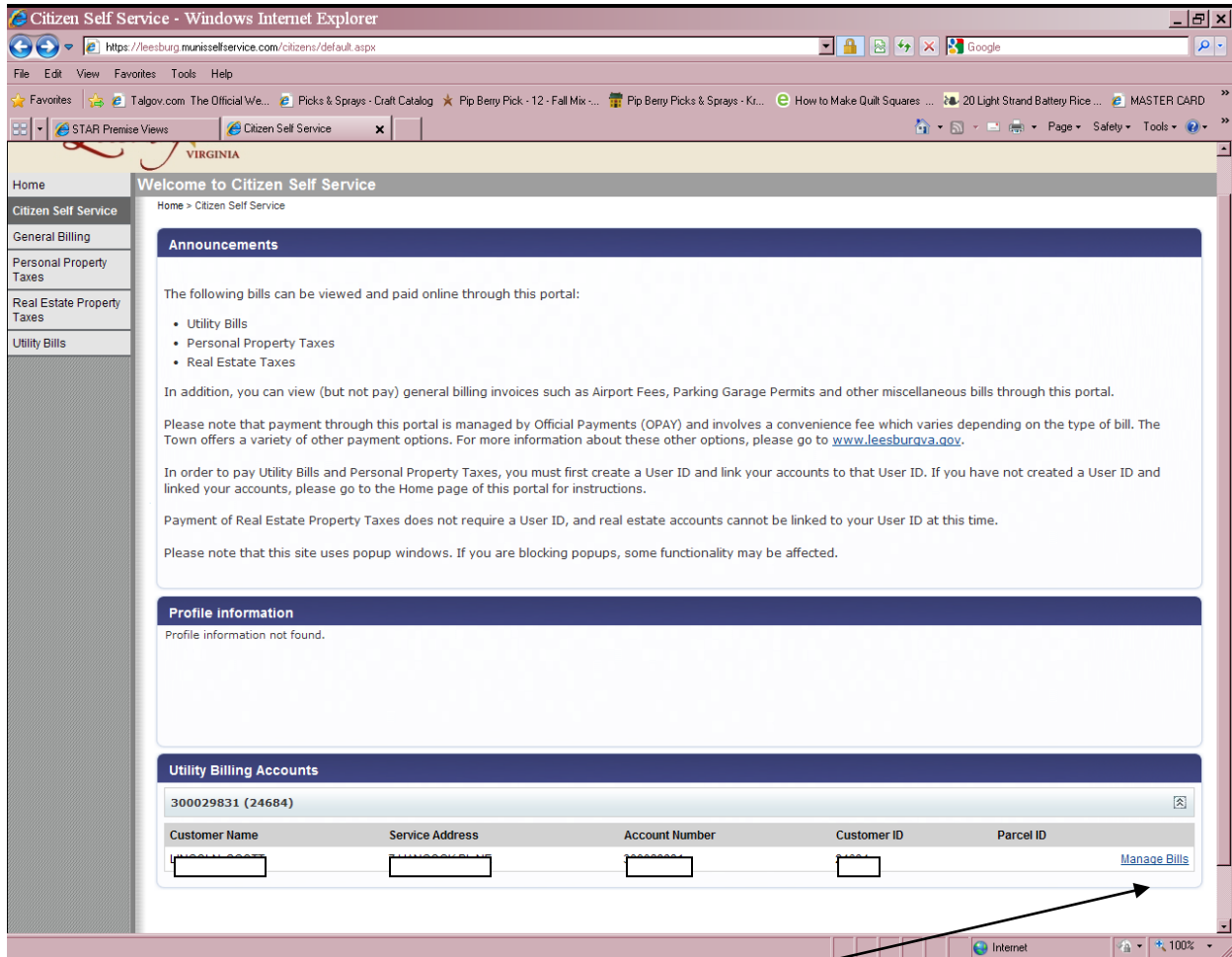
Customer Portal Instructions



Click on your account/CID number listed Under Utility Billing Accounts. Wait for the screen to change.



Customer Portal Instructions



Click on manage bills

Wait for processing.



Customer Portal Instructions

Town of Leesburg Self Service Portal - Windows Internet Explorer

https://leesburg.munisellservice.com/citizens/UtilityBilling/ViewPayBills.aspx

File Edit View Favorites Tools Help

★ Favorites Talgov.com The Official We... Picks & Sprays - Craft Catalog ★ Pip Berry Pick - 12 - Fall Mix ... Pip Berry Picks & Sprays - Kr... How to Make Quilt Squares ... 20 Light Strand Battery Rice ... MASTER CARD »

STAR Premise Views Town of Leesburg Self Se... x

Page Safety Tools

TOWN OF Leesburg VIRGINIA LOUDOUN NATIVE | Home | My Account | Log Out

Home

Citizen Self Service

General Billing

Personal Property Taxes

Real Estate Property Taxes

Utility Bills

Accounts

Manage Bills

Account Details

Account Information

Contact Us

Utility Billing

Home > Citizen Self Service > Utility Bills > Manage Bills

Manage Bills

Service Address

Account Number

Outstanding Bills [Show Past Bills](#)

	Bill	Pay By	Charges	Balance Due	
<input type="checkbox"/>	<input type="text"/>	4/28/2013	<input type="text"/>	<input type="text"/>	Bill Details

Pay

select bills you would like to pay now, then click "Pay"

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Done

You may pay your water utility bill from here.

To view your daily consumption details from another screen, click on account details.



Customer Portal Instructions

Home > Citizen Self Service > Utility Bills > Account Details

Account Details

Service Address: [Redacted]
Account Number: [Redacted]
[View Daily Usage](#)

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
SEWER CONSUMPTION	110	2/10/1999		ACTIVE	None
SEWER FIXED CHARGE	130	2/10/1999		ACTIVE	None
WATER CONSUMPTION	310	2/10/1999		ACTIVE	View Consumption
WATER FIXED CHARGE	330	2/10/1999		ACTIVE	None

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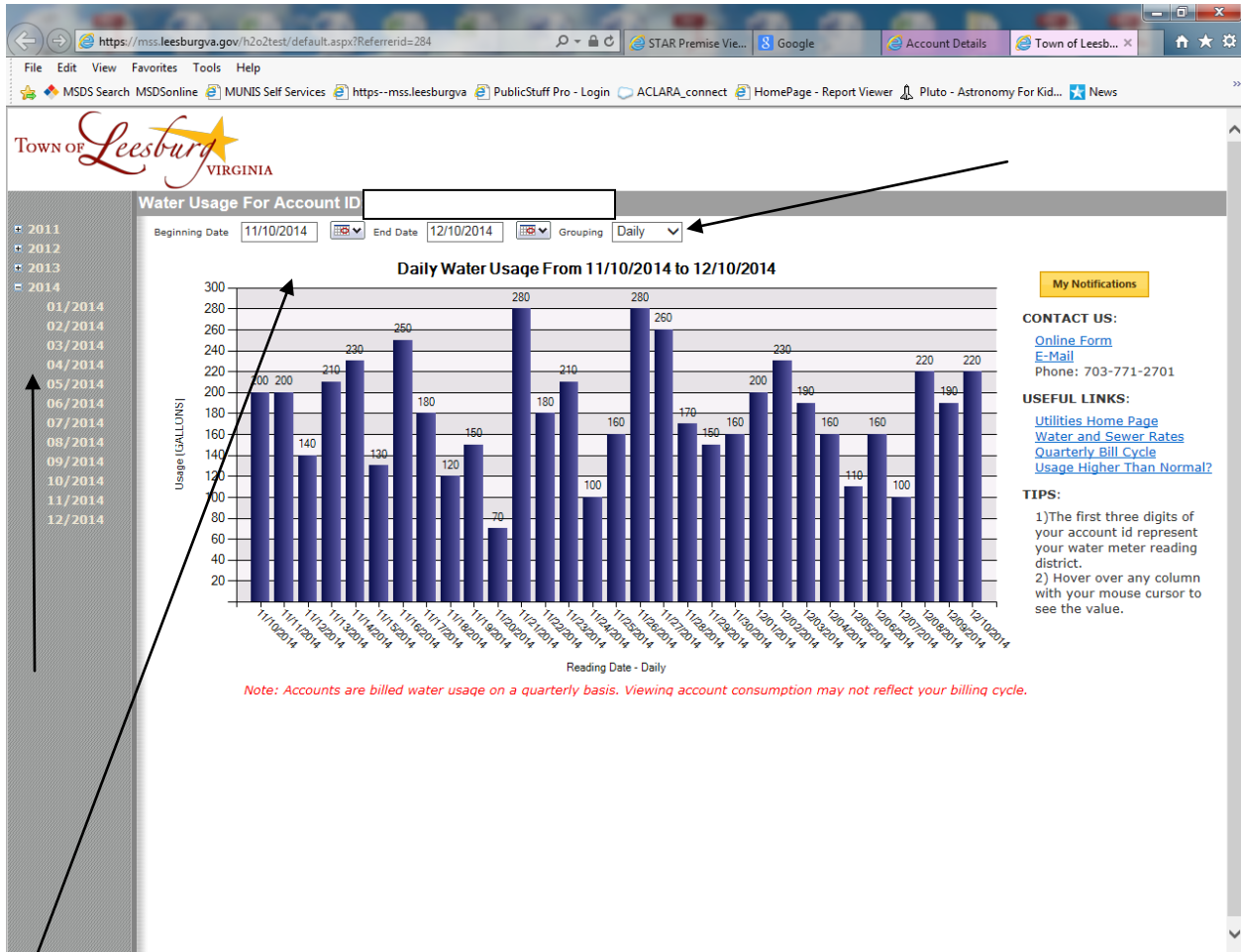
You possibly will receive an error message if you have your web browser pop up blocker on. The browser will not let you view daily usage.

You will have to either click yes at top of web page if prompted, or turn off pop up blocker in your browser settings.



Customer Portal Instructions

You will be redirected and a new internet tab will open



You have options to view your consumption in daily, monthly, or yearly increments.

To sign up for our High Water Usage Notification alert, please click on My Notifications yellow box in upper right

Please note: There is currently a 48-hour interval between usage and the reporting features available for viewing and notifications through the Customer Portal. If you need more recent consumption, please contact Customer Service at (703) 771-2701.

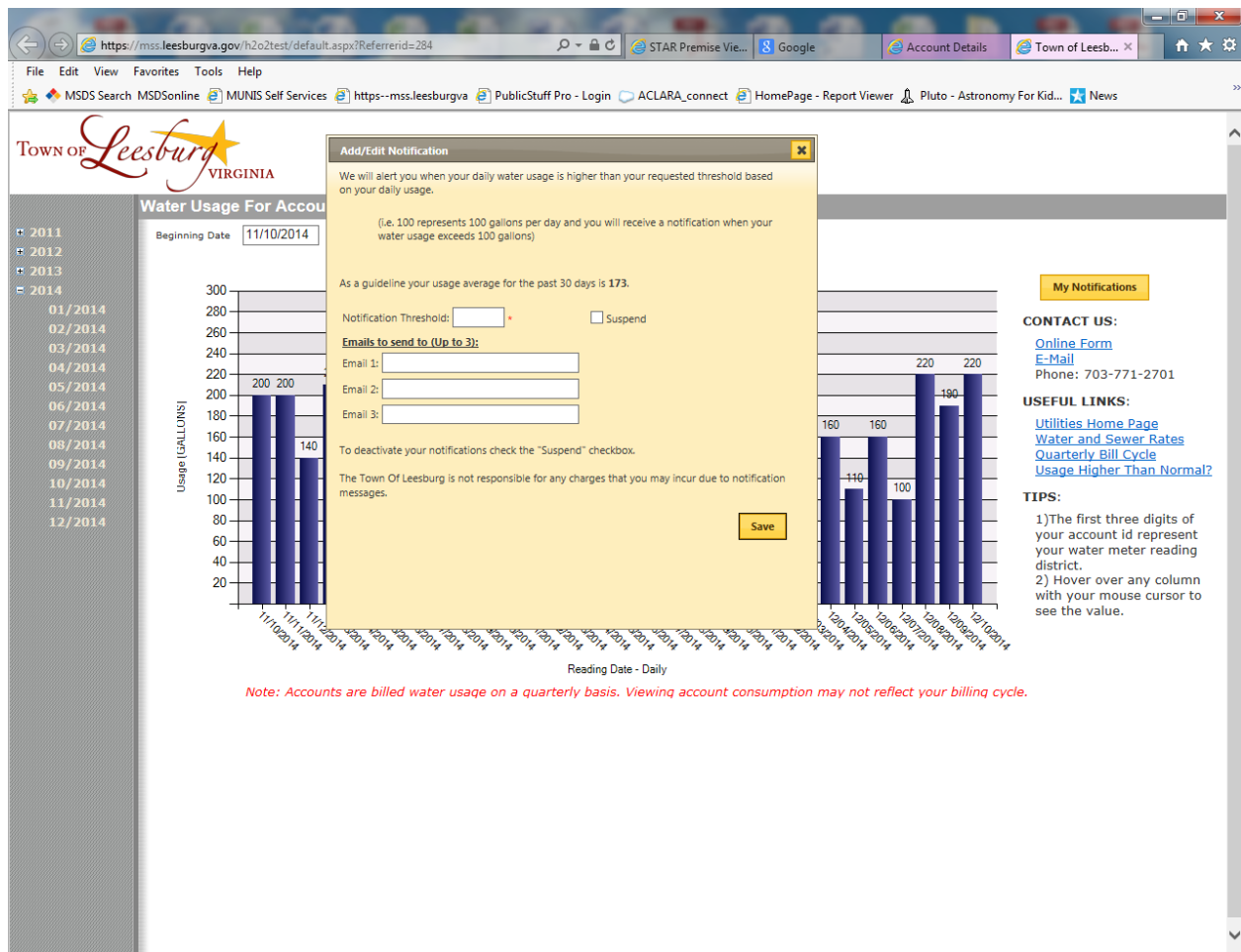


Customer Portal Instructions

After clicking the My Notifications box, you will be directed to another screen where you will enter your notification threshold (i.e. 100 represents 100 gallons per day). You have the option to receive your alerts via email or text message when your consumption is beyond your designated threshold.

Enter your information and click the Save box.

The alert is schedule to send at 11:00 a.m. each day. If you no longer want to receive the alert, login, click the Suspend box and then the Save box.





Customer Portal Instructions

Close the view daily usage page and then you can log out of your account. In upper right, click Log Out.

Town of Leesburg Self Service Portal - Windows Internet Explorer

https://leesburg.munisselfservice.com/citizens/UtilityBilling/Services.aspx

File Edit View Favorites Tools Help

★ Favorites Talgov.com The Official We... Picks & Sprays - Craft Catalog ★ Pip Berry Pick - 12 - Fall Mix ... Pip Berry Picks & Sprays - K... How to Make Quilt Squares ... 20 Light Strand Battery Rice ... MASTER CARD »

STAR Premise Views Town of Leesburg Self Se... x

Page Safety Tools »

TOWN OF Leesburg VIRGINIA LOUDOUN NATIVE | Home | My Account | Log Out

Home

Utility Bills

Home > Citizen Self Service > Utility Bills > Account Details

Account Details

Service Address PL NE

Account Number [View Daily Usage](#)

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
SEWER CONSUMPTION	110	2/10/1999		ACTIVE	None
SEWER FIXED CHARGE	130	2/10/1999		ACTIVE	None
WATER CONSUMPTION	310	2/10/1999		ACTIVE	View Consumption
WATER FIXED CHARGE	330	2/10/1999		ACTIVE	None

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Internet 100%